ABSTRACT

EFFECTIVENESS OF THE INTERGRATED LICENSING SERVICE AGENCY (BPPT) BANDUNG CITY IN THE IMPLEMENTATION OF ONE STOPSRVICE (BOSS) LICENSING INFORMATION ON SERVICES IN THE CITY OF BANDUNG

The research was done because the background by the users of Information Systems Licensing service which aims to improve permit services to the public. This research is focused to the extent of implementation of Bandung Efektivitas One Stop Service (Boss) in improving licensing services to the public.

Theory used in the preparation of this research is the theory of organizational effectiveness cited Richad M Steers. Theory Richad M Steers in the preparation of this study consisted of three indicators, namely the achievement of goals, integration and adaptation. The research method used in this study is descriptive method with qualitative or data collection techniques in this study is removed through library, field studies and non-participant observation, and by conducting interviews san documentation, informants in this study is the Integrated Licensing Services Agency officers (BPPT) of Bandung by using the technique of Purposive Sampling and community using a purposive technique accidental.

Based on the results of this research is that licensing information services through information systems at BPPT Bandung Boss already berjakan but not maximum, so tedapat faced several obstacles. Constraints faced by the Integrated Licensing Services Agency (BPPT), Bandung is the lack of skilled human resources to utilize the available technology tools to support effective implementation of licensing information system to improve public services in an Integrated Permit Service Agency (BPPT), the city of Bandung. In addition, the length of time still permits and communication between officers with the community has not fully implemented properly due to lack of socialization.

Faced with these constraints, the Integrated Licensing Services Agency (BPPT), Bandung and filter should look for experts who can use technology tools, especially in the field of computerization. Head of BPPT also have to pay more attention to performance-related apparatus, mainly through a system of licensing should improve the Boss and better communication to avoid misunderstandings between BPPT apparatus Bandung with the community that are making in supporting the successful licensing Licensing Information Services through the One Stop Information System Bandung Service (Boss)